

**LOCKHEED MARTIN**   
*We never forget who we're working for™*

## **IQ Correspondence** Productive Correspondence Management





With hundreds of letters, e-mails, faxes, and telephone calls every week, you and your staff face the challenge of responding to each inquiry in a fast and effective manner. Intranet Quorum® (IQ) helps you meet that challenge with a suite of feature-rich applications designed specifically for the unique demands of government organizations. Meet the needs of those you serve and build better relationships with them using IQ's powerful contact management and workflow system.

## An Integrated System Lets You Handle Every Kind of Contact

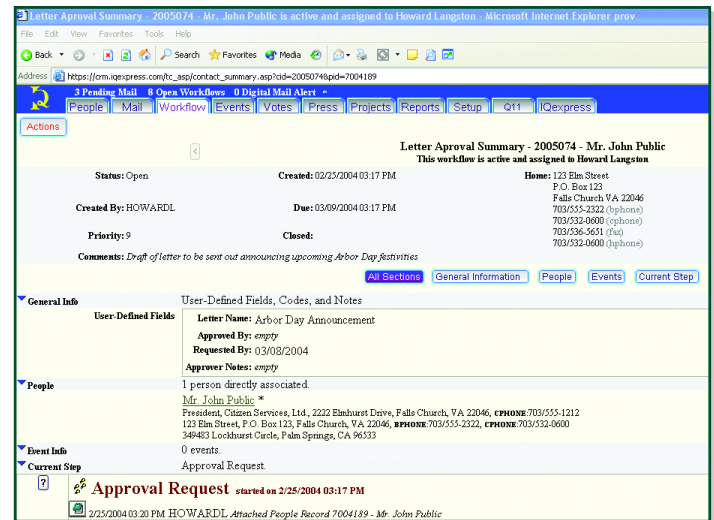
IQ Correspondence goes far beyond tracking incoming and outgoing letters. It is an integrated management system designed to handle contacts of every kind including letters, e-mail, faxes, phone calls, visits, and meetings. Each record can be assigned and routed to the appropriate staff member for immediate action. IQ even integrates with your e-mail system to allow you to route, track, and communicate with non-IQ users as you perform your work.

## Innovative Design Makes It Easy to Interact with Everyone

If targeted mail is required, IQ Correspondence can handle the job. IQ combines a simple browser-based interface with a smart design that makes quick work of inbound correspondence with a variety of time-saving features such as bar coding, scanning, and quick entry. Outbound correspondence flies through the system with minimum effort using sophisticated production controls. IQ Correspondence manages letter batches of all sizes to make the process of answering mail quick, easy, and efficient. The net result – IQ greatly reduces the work required to interact with citizens and with your colleagues in government.

## A Complete Electronic Record Lets You Measure and Improve Effectiveness

IQ gives you a unified snapshot of all the interactions you've ever had with citizens, elected officials, and government organizations. With IQ Correspondence, individual contacts are handled efficiently no matter where they originate, allowing you to track broad-based citizen concerns; deliver frequently requested services; interact with agency liaisons; and measure and improve overall effectiveness.



## Flexible Reporting Mechanisms Turn Data into Information

With easy access to essential information, you'll master volumes of data to generate interactive reports and monitor production in real-time. This allows you to spot bottlenecks, identify trends, and respond accordingly. What's more, because IQ offers Eyes Only security, you can control access to information to ensure confidentiality is maintained.

## Positive Results Flow from a Powerful Contact Management System

IQ puts you in control of the work that needs to get done. No interaction is lost. Every contact is captured. Results are delivered.



## Contact Us Today for More Information about IQ Correspondence

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